

MES ICQ

User Guide for Primary Servicers

January 2022

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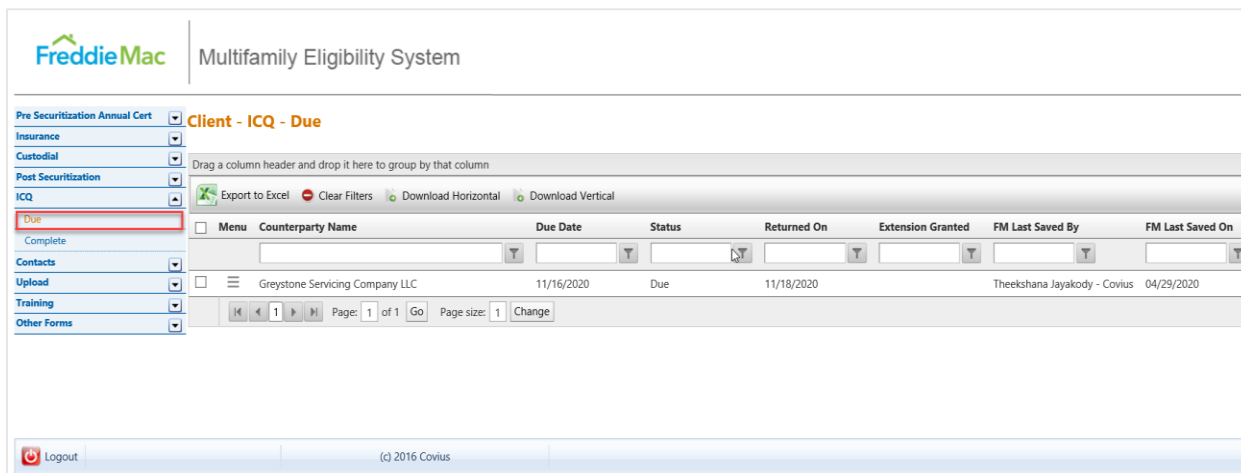
Introduction

This guide is for Primary Servicers to use when accessing the Internal Controls Questionnaire (ICQ) in the Multifamily Eligibility System (MES).

If you have any questions, please send an email to the [Multifamily Eligibility mailbox](#).

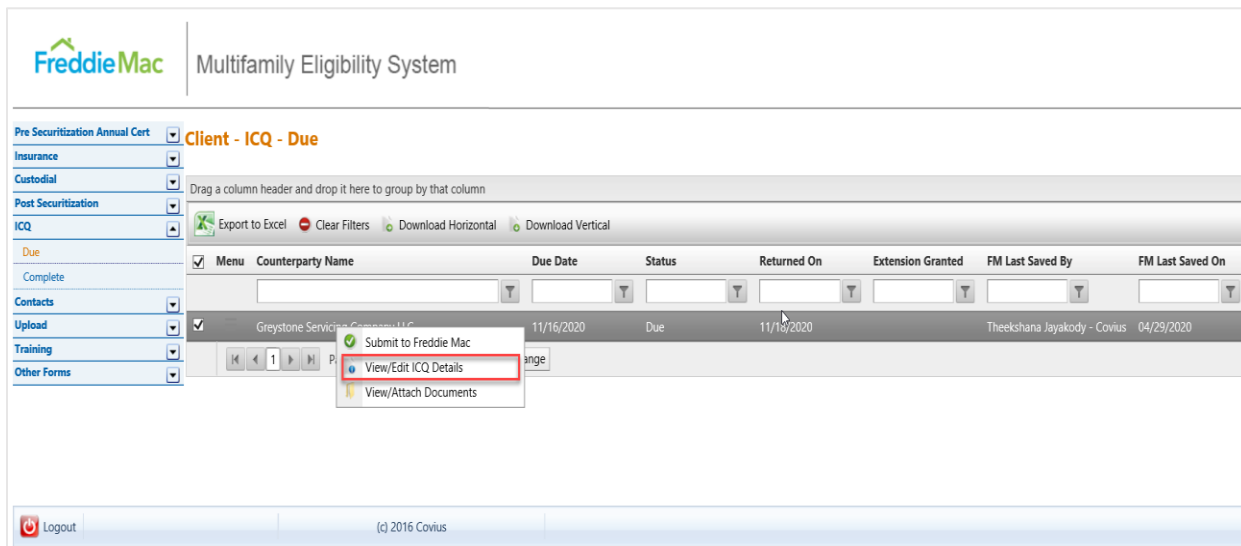
ICQ Webform Option

1. Access the [MES site](#). From the homepage, select “ICQ” then select “Due.” The ICQ that is due will populate in this column.



The screenshot shows the Freddie Mac Multifamily Eligibility System interface. On the left, a sidebar contains a dropdown menu for 'ICQ' with 'Due' selected and highlighted with a red box. The main area displays a table with columns: Menu, Counterparty Name, Due Date, Status, Returned On, Extension Granted, FM Last Saved By, and FM Last Saved On. A single row is visible for 'Greystone Servicing Company LLC' with a due date of 11/16/2020 and status 'Due'. The 'Returned On' date is 11/18/2020. The 'FM Last Saved By' is Theekshana Jayakody - Covius and the 'FM Last Saved On' is 04/29/2020. At the bottom, there is a 'Logout' button and a copyright notice '(c) 2016 Covius'.

2. Right click the S/S name and select **View/Edit ICQ Details**.



This screenshot shows the same interface as the previous one, but with a right-click context menu open over the 'Greystone Servicing Company LLC' row. The menu options are: 'Submit to Freddie Mac', 'View/Edit ICQ Details' (which is highlighted with a red box), and 'View/Attach Documents'. The 'View/Edit ICQ Details' option is the correct choice for step 2 of the process.

- The web-based form will appear and be prepopulated with the prior year's data, if available.

Note: This page may open in a different tab.

ICQ Details

Review Form

Documents

Notes Client

Historical ICQs

Audit

ICQ Details - Review Form

Navigate to

Overall Control Environment

Print Form

Please attach additional text in a word or pdf document with the ICQ question referenced within the document if needed.

i. File Naming Convention: Section.QuestionNumber

ii. Example: Overall Control Environment.2

Overall Control Environment

1A. What steps have been taken to segregate the production, underwriting, servicing, and accounting functions?

Attached

1B. Please provide high level org chart to indicate divisions amongst business functions.

N/A

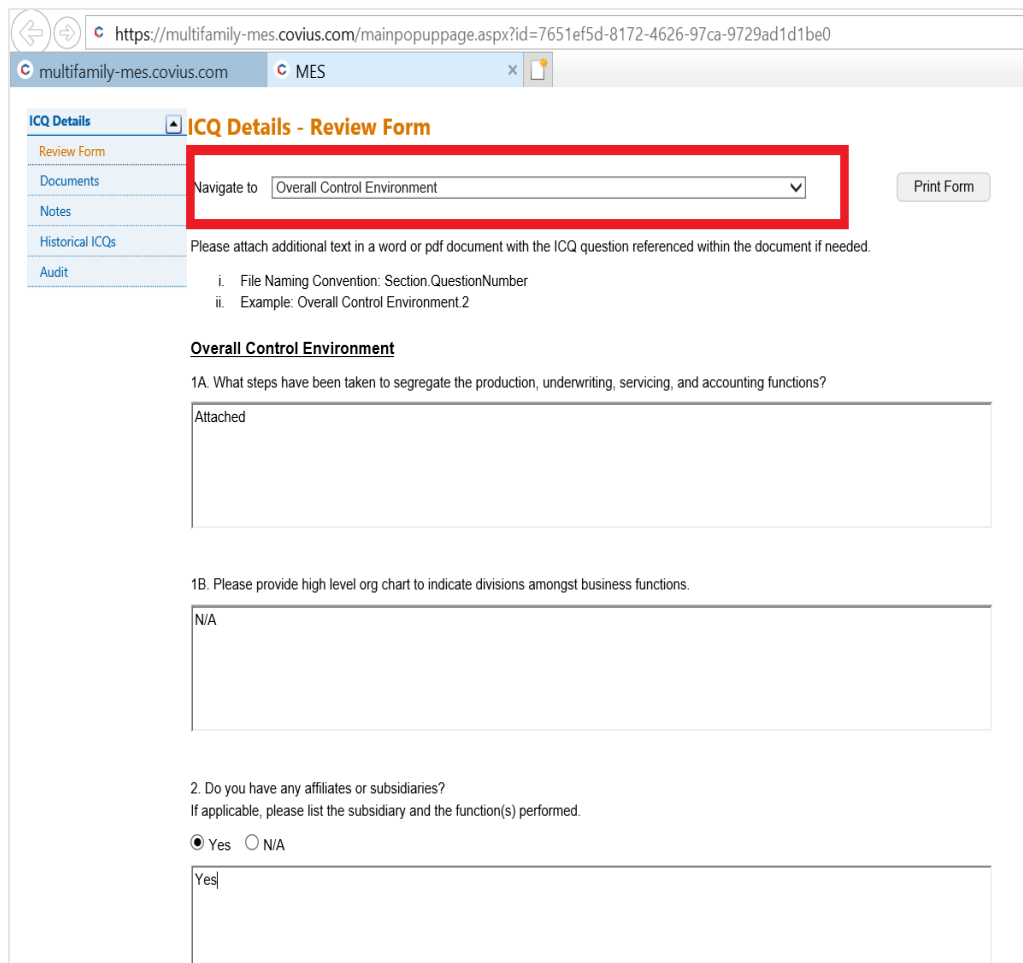
2. Do you have any affiliates or subsidiaries?

If applicable, please list the subsidiary and the function(s) performed.

Yes

N/A

4. The **Navigate to** feature allows the user to jump to various sections within the ICQ.



The screenshot shows a web browser window with the URL <https://multifamily-mes.covius.com/mainpopuppge.aspx?id=7651ef5d-8172-4626-97ca-9729ad1d1be0>. The browser tabs show 'multifamily-mes.covius.com' and 'MES'. The page title is 'ICQ Details - Review Form'. On the left, there is a sidebar with links: 'Review Form', 'Documents', 'Notes', 'Historical ICQs', and 'Audit'. The 'Review Form' link is highlighted. The main content area has a 'Navigate to' dropdown menu with 'Overall Control Environment' selected. A red box highlights this dropdown menu. To the right of the dropdown is a 'Print Form' button. Below the dropdown, there is a text area for additional text, followed by instructions on file naming conventions. The form then displays the 'Overall Control Environment' section with questions 1A, 1B, and 2, each with a corresponding text input field.

ICQ Details - Review Form

Navigate to: Overall Control Environment

Print Form

Please attach additional text in a word or pdf document with the ICQ question referenced within the document if needed.

- i. File Naming Convention: Section.QuestionNumber
- ii. Example: Overall Control Environment.2

Overall Control Environment

1A. What steps have been taken to segregate the production, underwriting, servicing, and accounting functions?

Attached

1B. Please provide high level org chart to indicate divisions amongst business functions.

N/A

2. Do you have any affiliates or subsidiaries?
If applicable, please list the subsidiary and the function(s) performed.

☒ Yes ☐ N/A

Yes

- As you scroll and complete the form, the **Save button** will appear. Save the form as needed so that you do not lose your information.

Attached

6. Do you currently have business functions overseas? If so, please list.
☒ Yes ☐ No
 Attached

Do you use any vendors that rely on overseas personnel?
 If so, how do you ensure continued data security?
☒ Yes ☐ No
 Attached

7. How do you ensure that training is sufficient for new hires?
 Attached

Save

- Once all the sections have been completed and saved in web-form, return to the MES ICQ main page.

FreddieMac Multifamily Eligibility System

Pre Securitization Annual Cert **Client - ICQ - Due**

Insurance
Custodial
Post Securitization
ICQ

Due
Complete
Contacts
Upload
Training
Other Forms

Drag a column header and drop it here to group by that column

Export to Excel Clear Filters Download Horizontal Download Vertical

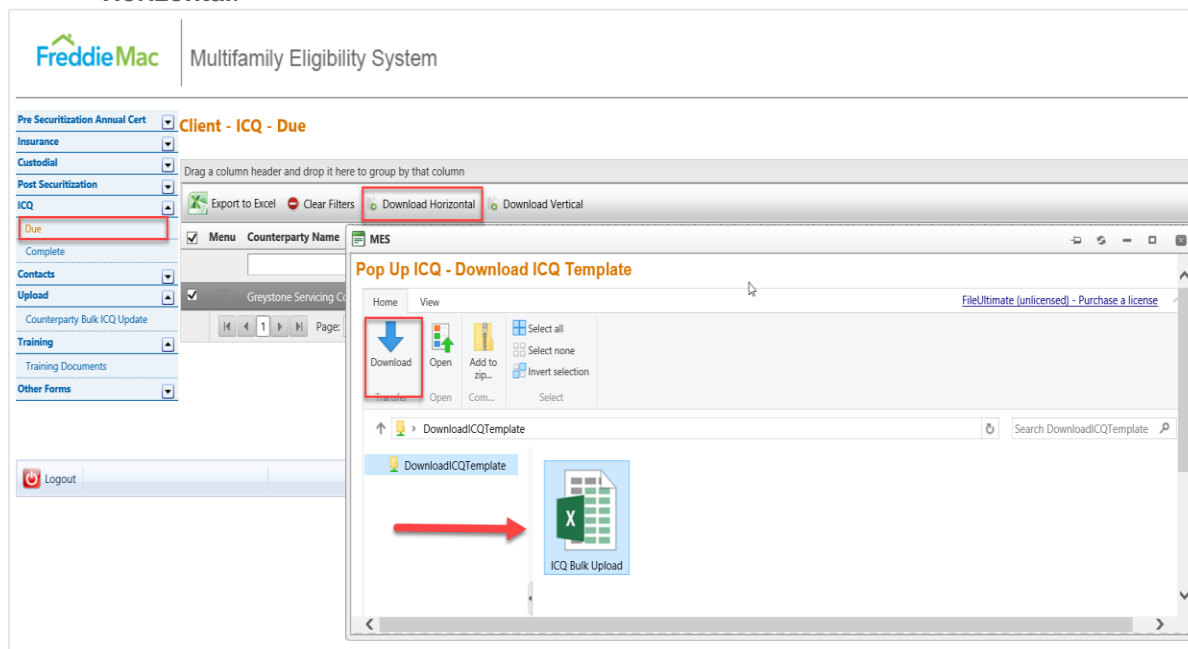
Menu	Counterparty Name	Due Date	Status	Returned On	Extension Granted	FM Last Saved By	FM Last Saved On
<input checked="" type="checkbox"/>	Greystone Serv	11/16/2020	Due	11/18/2020		Theekshana Jayakody - Covius	04/29/2020

Submit to Freddie Mac
View/Edit ICQ Details
View/Attach Documents

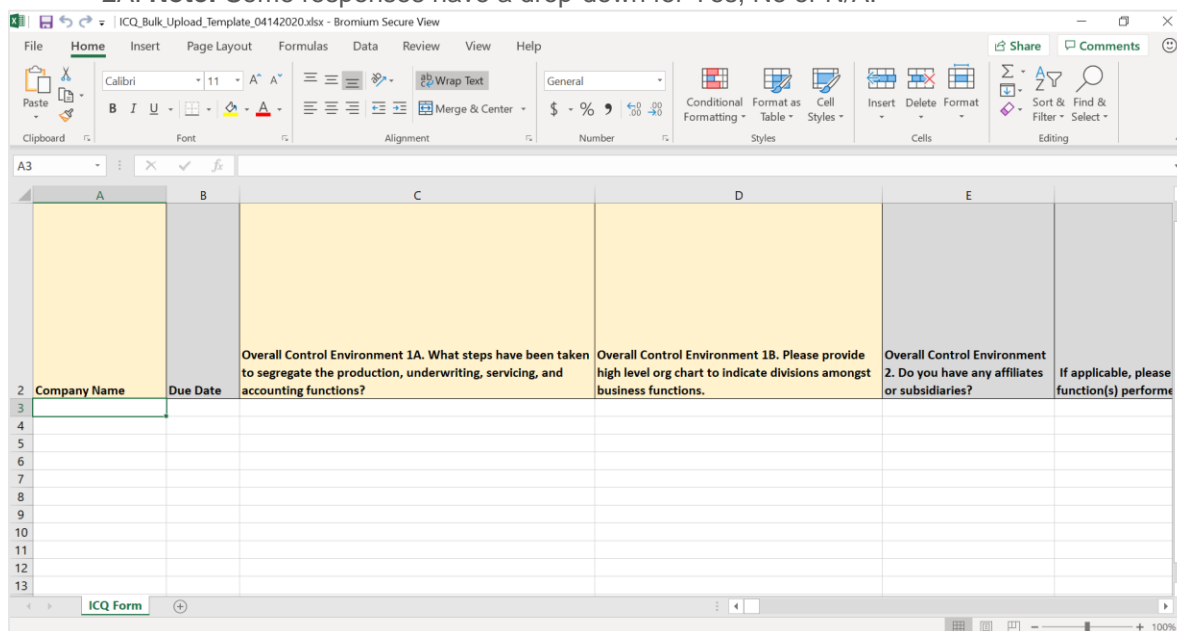
Logout (c) 2016 Covius

Bulk Upload Option (Horizontal and Vertical)

1. From the home screen, click on "ICQ", select "Due", then the Servicer. Select **Download Horizontal**.



2. Open the template and complete the ICQ in the Excel form. Seller/Servicer name will appear in 2A. **Note:** Some responses have a drop-down for Yes, No or N/A.



- Save the completed template to your computer. To upload, follow the step in the screenshot below.

Freddie Mac Multifamily Eligibility System

Upload - Counterparty Bulk ICQ Update

Upload Data File
Select a data file to import. Supported File Types: Microsoft Excel (.xls and .xlsx)

Select File Template: **ICQFormBulkUpdate**

Data File: **Select**

Is Data Transposed(vertical format)? ☐

Upload

1. Select ICQFormBulkUpload

2. Click to select the template completed for upload

3. Only click for vertical upload

4. Click upload when done

- This is what the upload looks like when it is successfully completed. **Click OK** when upload is completed. Please contact the Freddie Mac Audit Lead in the event of upload errors.

Freddie Mac Multifamily Eligibility System

Upload - Counterparty Bulk ICQ Update

Upload Data File
Select a data file to import. Supported File Types: Microsoft Excel (.xls and .xlsx)

Select File Template: **ICQFormBulkUpdate**

Data File: **Select**

Is Data Transposed(vertical format)? ☐

Upload

Validation Progress: 100 % Completed

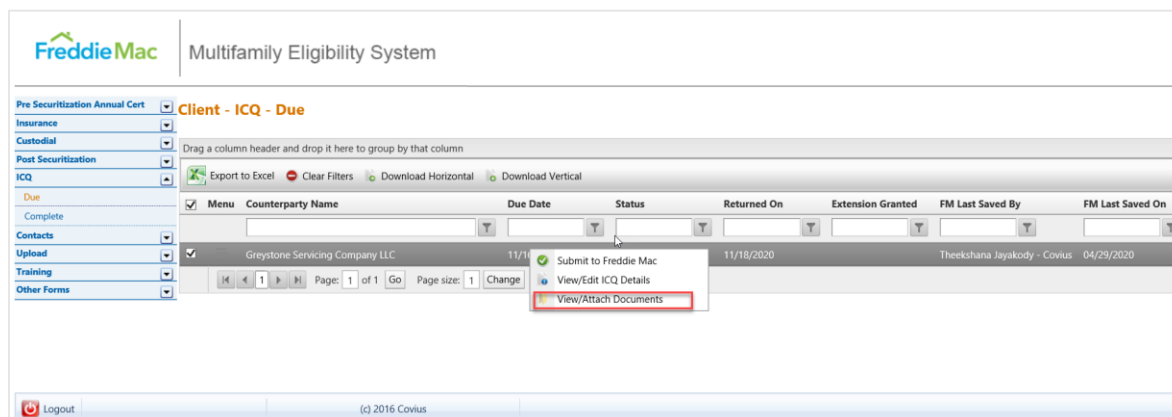
Import Progress: 100 % Completed

1 Rows Imported.

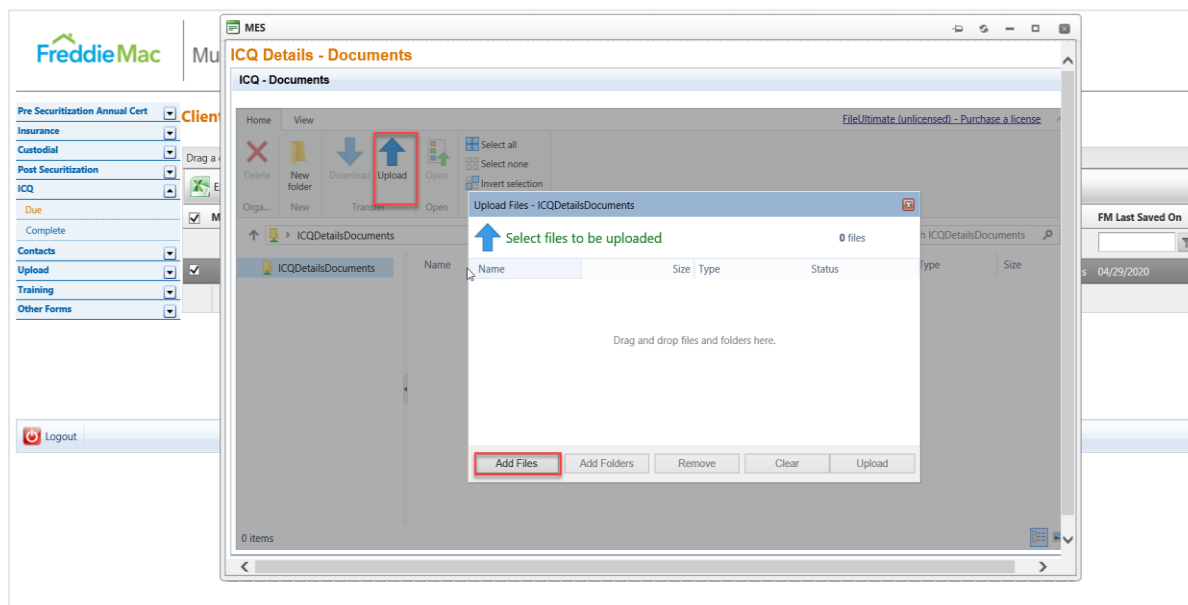
File upload completed. **OK**

Click "OK" when the upload is completed

- To upload additional documents, click on “ICQ,” click on “Due” then right-click on the Seller/Service and click **View/Attach Documents**.

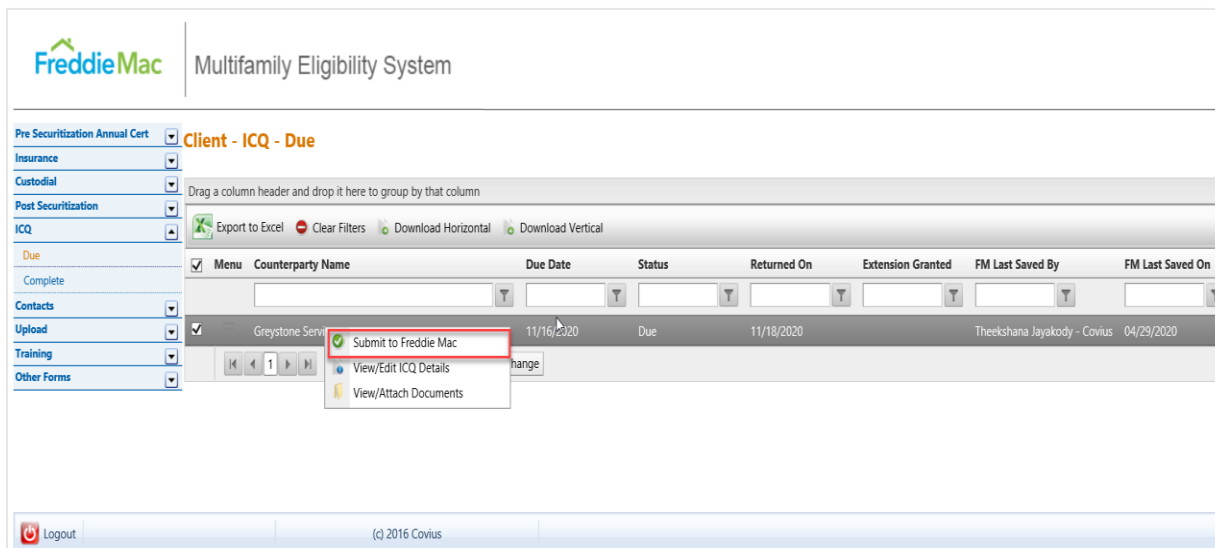


- Click on **Upload** and the upload files dialog will pop up. Click **Add Files** to add as many documents as you'd like.



Review and Submission to Freddie Mac

1. Once the Excel document has been completed, submit the ICQ to Freddie Mac. Navigate to the ICQ, "Due" tab and right click the Seller/Service name. Select **Submit to Freddie Mac**.



FreddieMac Multifamily Eligibility System

Client - ICQ - Due

Drag a column header and drop it here to group by that column

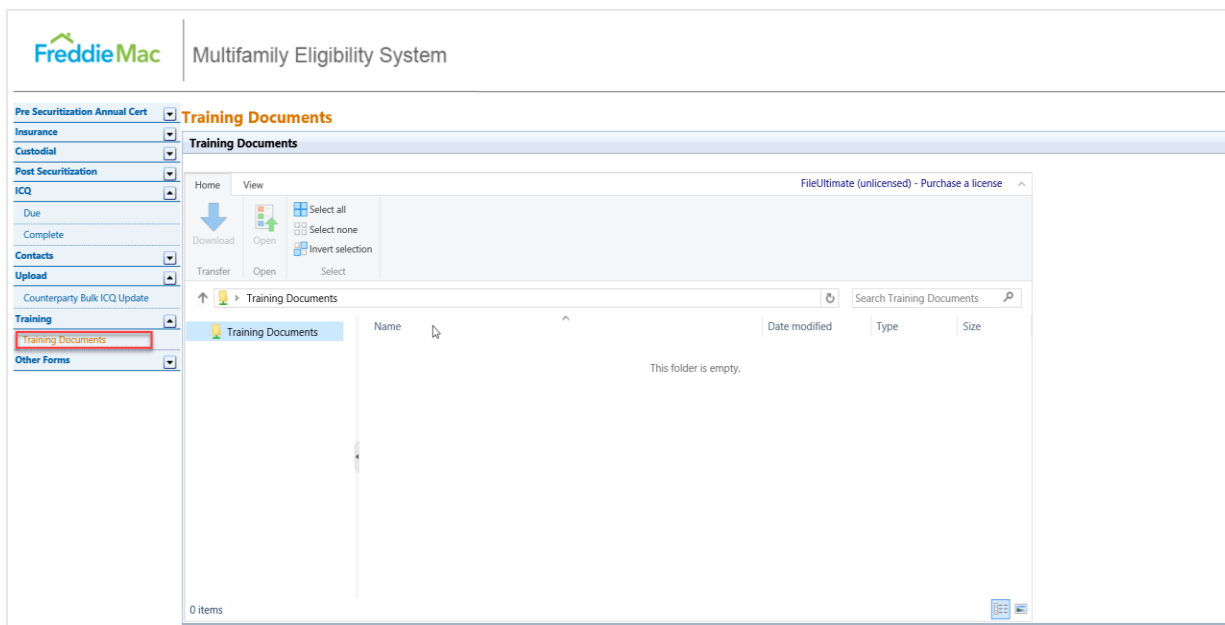
Export to Excel Clear Filters Download Horizontal Download Vertical

Menu	Counterparty Name	Due Date	Status	Returned On	Extension Granted	FM Last Saved By	FM Last Saved On
✓	Greystone Service	11/16/2020	Due	11/18/2020		Theekshana Jayakody - Covius	04/29/2020

Submit to Freddie Mac
View/Edit ICQ Details
View/Attach Documents

Logout (c) 2016 Covius

2. Training Documents such as the user manual or demonstration video will appear here.



FreddieMac Multifamily Eligibility System

Training Documents

Training Documents

Home View FileUltimate (unlicensed) - Purchase a license

Download Open Select all Select none Invert selection

Transfer Open Select

Training Documents

Name Date modified Type Size

This folder is empty.

0 items

Definitions

Review Form – Allows you to review and edit the web-form. You can also navigate to different sections.

Documents – Allows you to upload documents in addition to the upload steps shown on page 8

Notes Client – Allows Freddie Mac to leave notes for counterparties or add any final comments

Historical ICQ – Allows you to view historical ICQs from prior years

Audit – Audit option allows tracking of activities in a certain record. For example, when a record is changed from one status to another, the audit log tells you when the record was moved and by which user.